Client Satisfaction Survey - UIISP 9/4/90

1. Component Performance

Importance						
Component			Rating			
	1	2	3	4	5	Avg
Future of IS management		1	1	6	1	3.8
Data base systems developments		1	3	5	1	3.6
Dev in end user computing		1	1	5 3 2	5	4.2
Other reports			1	2	5 2 3	4.2
Hotline service		1	4	1		3.7
Annual conference		2	3	2	1	3.3
On-site presentation	1		3	2		3.0
Library visits	2		1		1	2.5
Satisfaction						
Component			Rating			
Component	1	2	3	4	5	Avg
		-	3	-	,	1115
Future of IS management			5	5		3.5
Data base systems developments		1	4	4		3.3
Dev in end user computing		1		5	1	3.6
Other reports			3 3 5 3	2		3.4
Hotline service			5	1	1	3.4
Annual conference	1	1	3	2	1	3.1
On-site presentation	1	1	1	2		2.8
Library visits	_	_	2	_		3.0
Rank			D			
Component		_	Rating		_	_
	1	2	3	4	5	Freq
Future of IS management	2	3	2			7
Data base systems developments		3 2 2	3			5
Dev in end user computing	2	2				4
Other reports			1			4
Hotline service	2	1				3 2 2
Annual conference	1		1			2
On-site presentation		2				
Library visits			1			1



2. Most favorable Component

Comment Future of IS Hotline Annual Conference End User Computing			No of re		es	
3. Least favorable component						
Comment Library On Site Presentation Hotline			No of re	spons	es	
4. Service Performance						
Service Factor	1	2	Rating 3	4	5	Avg
Importance of issues covered timeliness of issues covered Ouality of analysis Ouality of data Usability of written reports Accessibility of prof staff Staff responsiveness Report format/style Material delivery/shipping Sales support and follow-up		1 1 2 2 2	3 5 5 4 1 5 3 5 1 4	6 4 5 6 8 4 3 5 5 2	1 1 1 1 1	3.8 3.3 3.5 3.6 4.0 3.5 3.1 3.5 3.6 3.1
5. Benefits/Weaknesses						
Benefits						

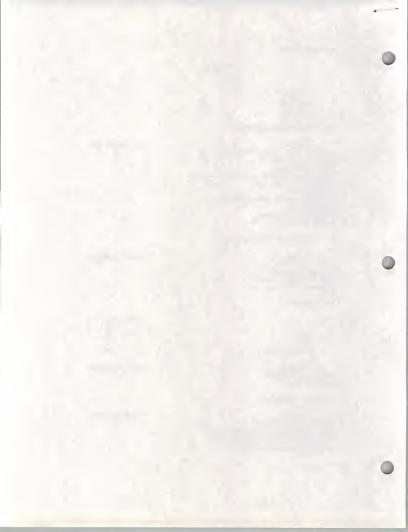
Benefits	N. C
Comment	No of response:
Industry update	5
Trends	5
Quality	4
Forecasting	1
Depth	î
Independence	1
Responsive	1

Responsive	î
Weaknesses	
Comment	No of responses
No Cross index	2
Lack of depth	2
More hard data	1
Slow delivery	1
Market structure	ī
Hotline service	î

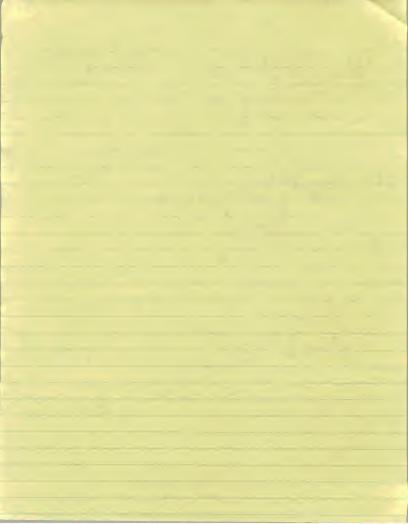


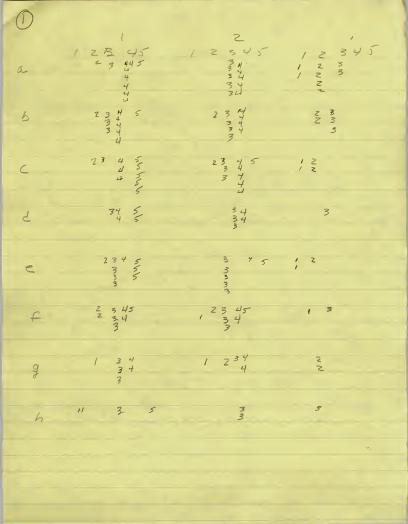
6. Program Price

	Respo	nses	
	No	%	
Too low			
Just right	7	78	
Too high	2	22	
7. Expanded coverage i	needed		
Comment End user computing - r Hardware industry More forecasting Technology-optical disl Training of IS sales staf Globalization Application developme IS budget issues Cooperative processing Use of CASE tools 8. New or addition	s, electronic f nt sources		No of responses 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	•		No of responses
Comment Service trends			1
Forecast by region			1
Indexes to services/rep	orts		1
Application Software			1
9. Competition			
Use			Responses
37			No. (%)
Yes			6 60 2 20
NO No responses			2 20 2 20
No responses			2 20
Comment			No of responses
Hotline not as good			1
Hotline better			1
10. Improve Quality			
Comment			No of responses
Hotline - keep informe	đ		1
More depth in staff - re	al experien	ce	1
Talk to me on publicati	on schedule	es	1
Information on method	lology		1



Use of age Tools Mar lada Herecastry 1-torducae Ondustry Technology - Optics Disk, Older Medic Training 18 Sobs Step Re Rubier of 15 trid to but use Globalvian Applicatai sources Development and User Capading Bulget 158mes - MIS 8 Service Frends faccost by region and country Application Iftware 9 Competition You HHTI No 11 Hotling Not as good as capitalen Hotling to Not as good at meaning Implications







5. Benefits
Inclustry Up let = ++++
Truch ++++

Rerecepting |
Responding |
Quelty 1111

Depth -1

Andependent 1

Whekenesse

What le's Server

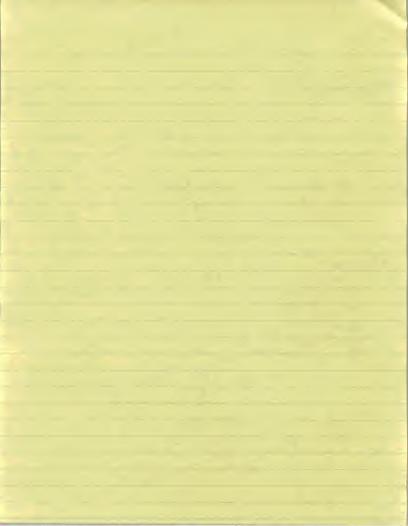
Market thrustere

Slow with Degat

Lock of Lysth 11

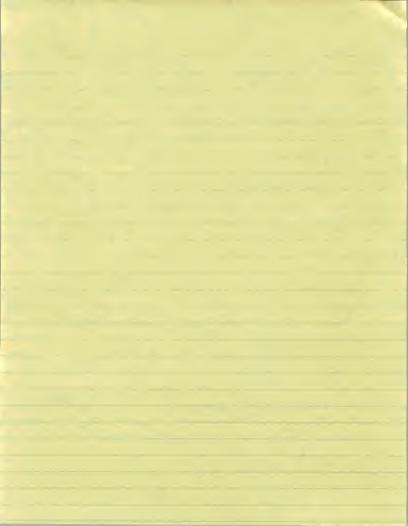
Overs Inlef 11

Mar Dard Data 1



2 Reduce 125 11/1 Cebrery +4+11 On Lit Pres " Dot len 11 Sizing Software Host les End Use City" 41 1 3 111 14H 1111 411-111 1111 111 /11 110 1 1111 1/11 1 +++ 1111 1 1111 1/

6. Pry 11 0k +HT/1 Low



Client Satisfaction Survey

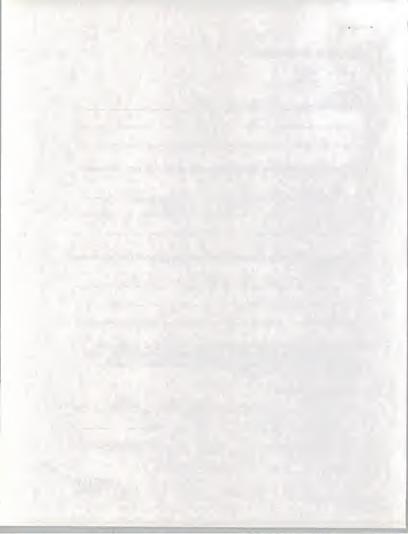
Program: NTORMATION Sy;	Frus	Program	year:
Client company: /B	M Con	O- FRANKI	IN LAKES
Contact name: Chie,	is BACK/E	(2	01) 848-3950
Title: Input NFIL -> Senton Other program(s) subscribed to: Note: Senton	PONTENT SERVICE MA FRALY SOUALS	TIRMK.	RotONDARO (
Subscription price paid (this program):	T program	4- \$0,00	70
Year company first subscribed (this program): 198	3 7	,	
(Any INPUT	programs):		
Introduction 1. Would you rate on a scale of 1-5 (5 b components of the program to your s you've received in each area. Let's st	taff, and second		
a) Future of IS management b) Data base systems development c) Developments in end user computing d) Other reports (if subscribed) e) Hotline service f) Annual conference g) On-site presentation h) Library visits	5 5 4 3 3	3 4 4 3 3 3 3	3 2
* Having Bran	1		INPUT



2.	For component rated highest in importance:
	You've rated highest among these program components. What do you feel makes this service most important to you?
	NE NEED the information - AS FREST AND
	A HOTLINGS of Should that
3.	From the components/services we've spoken of, which would you rate lowest in importance? On Pull placetation What places that particular service at a lower rating? He information
	What places that particular service at a lower rating?
	We have already seep- so it not new?
	- Us a VIEW point.
4.	How satisfied are you with the following factors of INPUT's service (on a scale of 1-
	5, 5 being highest)
	a) Importance of issues covered
	b) Timeliness of issues covered
	c) Quality of analysis d) Quality of data
	e) "Usability" of written reports
	f) Accessibility of INPUT professional/consulting staff
	g) Account management
	h) Staff responsiveness 2
	i) Report formats/style
	j) Material delivery/shipping (order fulfillment)
	k) Sales support and follow-up
5.	Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?
	a) Benefits: (1) In FORMATION UPDATE OF INDUSTRY (2) TEENDS
	in INDUSTRY 3) FORECOSTING.
	b) Weaknesses: Hotking - with pil. Figuris -
	noth reques 2
	with request 2
	INPUT
	7/90 MAMAP:1



6.	Do you feel the program price is:
	Too low
	Just right Too high
	Please elaborate: 13 allight
7	What specific topics, issues, or market areas would you like to see expanded coverage
٠.	of?
	1 More Foreasting, Struct Prumits, and out it BIGG
	- out it U.S. where the service manufactor
	15 95 Hay the revener,
	What new or additional products, services or types of support would you like to receive from INPUT?
	O SERVICE TECHOS IN OFFERING.
•	December 1 and the second seco
9.	Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other
	program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)
	Client support (hotline)
	put through to INPUT - I put
	put through to Input - I put
	through 5-10 to your competitu
	in some sons to water protoca
	SERVICE SERVICE
1	Mindle Bluster 153, Someone to watch (mother service)
4	ly HotLine is VERY importanto us mountains his RESPONDENT WAS FRIENDLY TOWARD INPUT BUT TAKED A LOT ABOUT THE HOTLING



	INDUT IS OK - WE ARE SOLTICE TO
Vewsl	etter (quality, content, coverage):
Accou	nt management: In por With others
	could INPUT do to improve the quality of service provided to you? Of Ing - TAY ATTENTING TO PEQUEST 99 (+0 15 - +211 15 -WhAT (5 hAPP
	a very much for your time and evaluations! Are there any other comments or is you'd like to make?



Client Satisfaction Survey

Program: N FORMIDMON	System	√S Program	year:	_
Client company: B/	11 CORPO	RATION)	_
Contact name: Me	CliVE	MENIOR	* 1914	765604
Other program(s) subscribed to:	7	MARKE FOR FORMANDE	But Ide	<u>.</u> m
Subscription price paid (this program):	35			-
Year company first subscribed (this program):	Dyams	0R 50		
Introduction 1. Would you rate on a scale of 1-5 (5 b components of the program to your st you've received in each area. Let's st	aff, and second			t ,
	Importance	Satisfaction	Value Rank Top 3	
a) Future of IS management b) Data base systems development c) Developments in end user computing d) Other reports (if subscribed) e) Hotline service f) Annual conference g) On-site presentation h) Library visits	4 5 NA *	4 4 10 10 10 10 10 10 10 10 10 10 10 10 10		Deploses Developing AND = 12-149 SOFTHE SOFTHE
* NEVER USED	1		INDIII	

HAS KNOWN FETERE SINCE 1967 OR SO



2. For component rated highest in importance: PEPBLITS ON SIZING SOFTWARE
You've rated highest among these program components. What do you feel makes this service most important to you?
INput knows therepost growing ween lapatisgers
the & AREA
3. From the components/services we've spoken of, which would you rate lowest in importance?
What places that particular service at a lower rating?
Not propries.
- Out Theorem
 How satisfied are you with the following factors of INPUT's service (on a scale of 1- 5, 5 being highest)
5, 5 boing ingress)
a) Importance of issues covered
b) Timeliness of issues covered c) Quality of analysis
d) Quality of data
e) "Usability" of written reports
f) Accessibility of INPUT professional/consulting staff
g) Account management h) Staff responsiveness
i) Report formats/style
j) Material delivery/shipping (order fulfillment)
k) Sales support and follow-up
5. Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?
a) Benefits: (AMAILEMIA TOTORINO O Propher of
TREADS (3) No thies opinion
b) Weaknesses: (A number FORCASTING MEthodology
b) Weaknesses: (M. Trumeri Fore astroy ME thousand Server Server Server)
AND Hordware IS 2 WEB - DEFINITION OF STRUCTO
ALSO HAS STYS WEAKASS INPUT



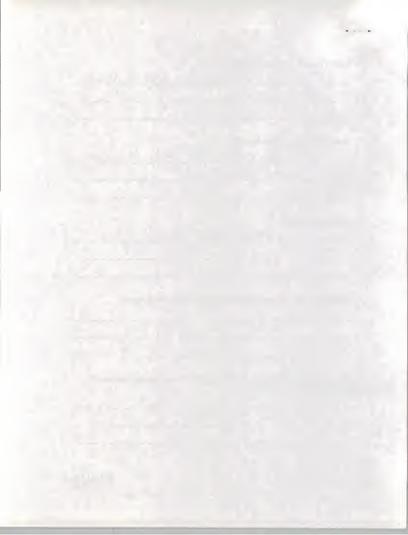
Too low Just right Too high Please elaborate: Le Sprand a Creetan amount of the get into put to the corporative of fire. What specific topics, issues, or market areas would you like to see expanded coverage of? Otal in put to cover the HARDWARE INDUSTRY What new or additional products, services or types of support would you like to receive from INPUT? The fire in put to cover the program services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Liks - 1 of Warme them		
What new or additional products, services or types of support would you like to receive from INPUT? Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Less - 104. When the transfer is the product of the program of the		Just right Too high
What new or additional products, services or types of support would you like to receive from INPUT? Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Less -104. When the components of the program and the program is the program of the program of the program components of the program of the p		Please elaborate: A OK - Not quite the lores
What new or additional products, services or types of support would you like to receive from INPUT? Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Lies - 1 of. When the Hotel Mark Though		to What WE NEED- It's Not BAD - you HAVE
What new or additional products, services or types of support would you like to receive from INPUT? Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline):	1	to Spend o ceretian amount \$ to get information
What new or additional products, services or types of support would you like to receive from INPUT? Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Lies - 1 of. When the Hotel Mark Though		
What new or additional products, services or types of support would you like to receive from INPUT? Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Lies -107. When the Hotline Hough		
Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Lies - 1 6 f. When the Hotel Meet More there we have the support (hotline).		
Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Lies - 104. What has though		
Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Lies - 1 6 f. When the Hotel Meet More there we have the support (hotline).		
willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Lies - 1 6 f. W A - Wo Hot-Line Lies you		
willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): Lies - 1 6 f. W A - Wo Hot-Line Lies you		
UES-10t. Wh- no Hotling though		
UES-10t. Wh- no Hotling though		willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific
(didn't name them)		willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)
		willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): When we have the support (hotline):
		willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.) Client support (hotline): When we have the support (hotline):



	·····			
	uality, content, cover		-snou La po	: 11
ANDI	A NO INDERST	and.	C459 10 1= 8	707
Account man		* ABOUE	- fle RES	5 T
What could I	NPUT do to improve	the quality of service	ce provided to you?	
			-	
	· · · · · · · · · · · · · · · · · · ·			
-				
k von verv	nuch for your time an l like to make?	d evaluations! Are	there any other commer	nts or

MEllor Knows Peter + IS Willing to TAK, to US ADDIE anything

INPUT



Client Satisfaction Survey

Program: /N FORME	now Sus	fam Proge	esta Program	year:	
Client company:	4111	ON CON	nputers	ERVICES	
Contact name:	RAY	, NOIFE	V 111A	966-75	32
Title:	V. Por	MARKETTU	j		
Other program(s) subscribed to:	F15	SP AND	2 or 3	other pr	rograms
Subscription price paid (this program):	A /1+	E, BUT	1 don't	PECALL	What
Year company first subscribed (this program):	7.5	powt Ki	nou)		
	(Any INPUT p	rograms):		· · · · · · · · · · · · · · · · · · ·	
Introduction					
Would you rate on a so components of the pro you've received in each	gram to your st	aff, and second y			
		(1)	(2)	(3)	
		Importance	Satisfaction	Value Rank Top 3	
a) Future of IS manay b) Data base systems c) Developments in e user computing d) Other reports (if su e) Hotline service f) Annual conference g) On-site presentatio h) Library visits	development ind abscribed)	2 4 4 5 5 7 8 0	3 43 4 5 	1-	ML PEPONE THE TOWN INFORMATION MIS IS THE POSSIN THAT WE SUBSCRIPT TO THE PLOGEN
1) HAVE US.				INPUI	y WE HAVENT years



Y	ou've rated Holling highest among these program components. What do we feel makes this service most important to you?
yc	WE KEN 19 FORWARD WEED H SAME DAY - VCAY - R
-	WE NEED LAT DIMBOLD NEED IS SAME DAY - Cond. K.
-	
	om the components/services we've spoken of, which would you rate lowest in
	portance? no colument - office then they pre
W	hat places that particular service at a lower rating? ### IMPCRIPAT
_	
-	
	ow satisfied are you with the following factors of INPUT's service (on a scale of 1-
٥,	5 being highest)
a)	Importance of issues covered 4
b)	Timeliness of issues covered
c)	Quality of analysis
d)	Quality of alara "Usability" of written reports Accessibility of INPUT professional/consulting staff Account management Staff responsiveness Report formats/style
	"Usability" of written reports
ń	Accessibility of INPUT professional/consulting staff
	Account management
	Staff responsiveness 4
	Report formats/style
	Material delivery/shipping (order fulfillment)
	Sales support and follow-up
1	Sales support and tonow-up
	oking at the program overall, what do you perceive as the three most significant nefits/weaknesses?
	Benefits: DAIMHETHY OF INFORMATION DRESPONDENTINESS OF Benefits: DAIMHETHY OF INFORMATION DRESPONDENTINESS OF Weaknesses: DI 1888 TRACK OF What IS GOD, M.
b)	Weaknesses: Of 60858 TRACK of what is you me.
_	Input you getting Rappets out - and of
٠	Most you getting Reports out - and of
	2) tring to question the depth INPUT TOO Dup of stell of Supplement of Jew of stell of Supple business the business But some ALL MORE MARKETING Without His
	12 11 1 Cust, 10 40-11



ο.	Do you feel the program price is:
	Too low Just right
	Too high
	Please elaborate: Struggley with perse - the Hatlin
	is really we take the
	pageon-without it I don't know -
١.	What specific topics, issues, or market areas would you like to see expanded coverage of?
	1) Taktrologo Other Disk. Election of
	media - lots of petuto the dist sway in degr
	Sales force - January of Sales pupils - flux is What new or additional products, services or types of support would you like to receive
١.	What new or additional products, services or types of support would you like to receive from INPUT?
	no respondent
).	Do you subscribe to other continuous information services? If so, would you be
	willing to discuss how INPUT's quality of service compares with that of your other
	program services? (Interviewer note: prompt for answers dealing with specific
	program components of competition.)
	Client support (hotline):
	of not suce / AWKEE - 12,1 Kim -
	for not sure / ANKEE - 11.7 Km -
	But I don't flunk we subscript
	to them 3



WA				
wsletter (quality, co	ntent, coverage):			
N-N	8 /			_
1				-
count management:				
				_
at could INPUT do	to improve the quality	of service provided	to you?	
no, more	depth of	Stall- 17	of travelssio	M LEMOS ON E
u Have SI	ne market	- WITH MIS, IN	F System 1	Monag êma
tederal Sy	the one ex	cellent -	- BOOK 18	prening Bu
you very much for y	to improve the quality Apple of a The are We Your time and evaluationake?	ns! Are there any o	ther comments or	they pre in
My	nake?			



Client Sati	isfaction Si	urvey		
Program: WTORM ANOW Sys	tims	Program	year: <u>9</u> /	
Client company:	3M. C.	AMADA	ABOPATO	ey
Contact name: Poplar				
Contact name: per this tribe. Title: yb/ www. Title: Par	LCUIE	0	(416) 44	82631
Other/program(s) subscribed to:	Stestery 1	4	48256 658	
Subscription price paid (this program):	don't punch	1868 - 1 BA	1 gets A spe	UM PATE
Year company first subscribed (this program):	405 1/9	788		
(Any INPUT p	, ,			
Introduction				
Would you rate on a scale of 1-5 (5 be components of the program to your st you've received in each area. Let's sta	aff, and second			
	(1)	(2)	(3) Value	
	Importance	Satisfaction	Rank Top 3	
a) Future of IS management b) Data base systems development c) Developments in end user computing	4.5	3	<u>3</u> <u>2</u>	
d) Other reports (if subscribed) e) Hotline service	3	5		

Importance	Satisfaction	Rank Top 3
4.5	3	_3
4.5	2	2
3	3	
4,5 NA	4 NA	
_NA	14	

f) Annual conference g) On-site presentation h) Library visits



2.	For component rated highest in importance:
	You've ratedhighest among these program components. What do you feel makes this service most important to you?
m	the reduct water faturest for A fot of many
1 OB	talk too a lot At the same time when I'm ar
	THE CONFERENCE
3.	From the components/services we've spoken of, which would you rate lowest in importance?
	What places that particular service at a lower rating?
	1 for my and UBRAMY + IMPUT 15
	for the sway
	100
4.	How satisfied are you with the following factors of INPUT's service (on a scale of 1- 5, 5 being highest)
	a) Importance of issues covered b) Timeliness of issues covered c) Quality of analysis d) Quality of data e) "Usability" of written reports f Accessibility of INPUT professional/consulting staff g) Account management h) Staff responsiveness i) Report formats/style j) Material delivery/shipping (order fulfillment) k) Sales support and follow-up
5.	Looking at the program overall, what do you perceive as the three most significant will I made the benefits/weaknesses? a) Benefits: (1) SSNES extentification was the program of the p
	<i>U</i> 2

INPUT



. I	Do you feel the program price is:
-	Too low Just right Too high
	Too high WE GET Too high WE GET TO HE 13.11
-	Vhat specific topics, issues, or market areas would you like to see expanded coverage
	O AlsBet VIEW: polognost Application Sources and wer congre
	What new or additional products, services or types of support would you like to receive rom INPUT?
y p	Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other rogram services? (Interviewer note: prompt for answers dealing with specific rogram components of competition.)
- - -	Dient support (hotline): (1655 - Herent Word it Inputs Hotline Dibut want to open then
(-	MES, - Hourt ward it Inputs Hothers Don't want to some them

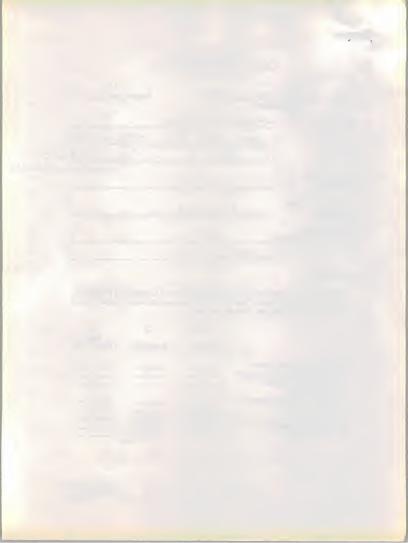
3



_	eports (quality, content, coverage):
_	V V
_	
	ewsletter (quality, content, coverage):
	Turn is still out - it still is new
_	They is still out - it still is new to MI (IMPUTS NEWSLETKE)
-	
A	ccount management:
	aweracje - Rom for emporemen
_	
_	
W	That could INPUT do to improve the quality of service provided to you?
	Cover ELROPE MORE
-	
_	1 par been hope 16 to liput.
_	I alway attered the The Conference
anl	you very much for your time and evaluations! Are there any other comments or
	stions you'd like to make?
	No.
-	· · · · · · · · · · · · · · · · · · ·
_	



Program: INFORMATION S PROGRAM	ysteus "	Program	year:	
	INA BA			
Contact name: MR	5/198	K1 75	uzouch,	
Title: Vice	President	(=	2/2)339-6	15/
Other program(s) subscribed to:		'	(FAY) 2/2	- 7542363
Subscription price paid (this program):	\$ 10,000			
Year company first subscribed (this program):	1989			
(Any INPU	T programs):			
Introduction				*•
Would you rate on a scale of 1-5 (components of the program to you've received in each area. Let'	r staff, and second	st the importance your satisfaction	of the various with the support	
	(1)	(2)	(3) Vaine	
	Importance	Satisfaction	Rank Top 3	
a) Future of IS management b) Data base systems development c) Developments in end user computing d) Other reports (if subscribed)	12	3	2 2 2 2	
e) Hodine service f) Annual conference g) On-site presentation h) Library visits	5 5 3 5	no experient	2 3 - 3	

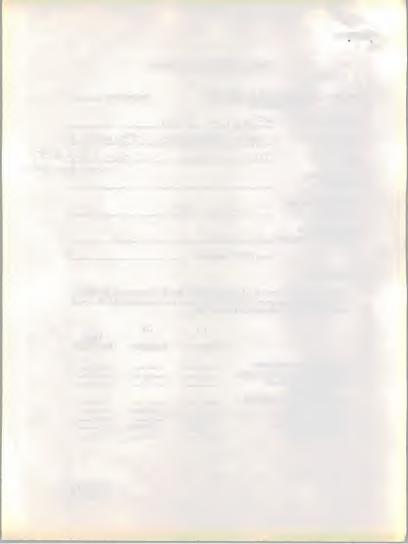


Program: INFOLUM	OTION Systems "	Program year:
Client company:	SANNA BANK	
Contact name:	MR SHIGERI	TSUBOUCHI.
Title:	Vice President	(2/2)339-615/ (FAX) 212-7542363
Other program(s) subscribed to:		(FAX) 212-7542363
Subscription price paid (this program):	.\$10,000	
Year company first subscribed (this program)	. 1989	
	(Any INPUT programs):	

Introduction

 Would you ram on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ...

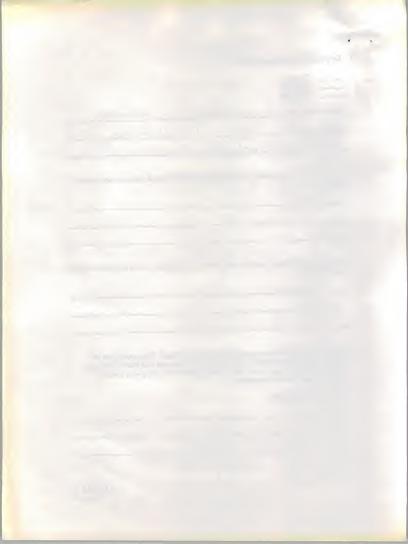
		(1)	(2)	(3) Vaine
		Importance	Satisfaction	Rank Top 3
b) c)	Future of IS management Data base systems development Developments in end user computing	<u>4</u> <u>3</u> <u>4</u>	3	2 2
£)	Other reports (if subscribed) Hodine service Annual conference On-site presentation Library states	- 5 - 5 - 3	3 5: no experience	3 3



. 1	for component rated highest in importance:
	four feel makes this service most important to you?
	Becouse I can have the most recent trends
-	in various areas.
F	from the components/services we've spoken of, which would you rate lowest in approxime?
V	That places that particular service at a lower rating?
_	We don't have so much specific need
H 5,	ow satisfied are you with the following factors of INPUT's service (on a scale of 1- 5 being highest)
S SPECIOL SECTION	ow satisfied are you with the following factors of INPUT's service (on a scale of 1-5 being highest) Importance of issues covered Threliness of issues covered Quality of naisy'ss Quality of naisy'ss Quality of ownition reports Accessibility of written reports Accessibility of INPUT professional/consulting staff Accessibility of INPUT professional/consulting staf
S SPECE CONTRACTOR IS	Importance of issues covered Tunctiness of issues covered Quality of analysis Quality of data Usability of written reports Accessibility of INPUT professional/consulting staff Account management Suff responsiveness Report formars/style Material delivery/shipping (order fulfillment)
S SPECE CONTRACTOR TO PROPERTY OF THE PROPERTY	Importance of issues covered Importance of issues covered Quality of sunsysts Quality of data Usability of data Usability of written reports Accessibility of INPUT professional/consulting staff Accessibi



. Do you	cel the pro	gram price i	s:			
<u></u>	Too low Just right Too high					
Picase el	aborate: _	As on	e proin	am it's	red Sone	16/0
Rut	when.	I change	ge par	t of th	e propra	n the
price	of one	report	t seems	expen	sive.	,
What spe of?	tfic topics	, issues, or r	parket areas v	vould you II	ce to see expa	inded covera
What new	or addition	nal products	, services or t	Voes of supp	ort would vo	u like to more
What new from INP	or addition	nal products	, services or t	ypes of supp	ort would yo	u like to rece
What new from INPO	or addition	nal products	, services or t	ypes of supp	ort would yo	u like to rece
What new from INPO	or addition	nal products	, services or t	ypes of supp	ort would yo	u like to rece
What new from INP	or addition	nal products	, services or t	ypes of supp	ort would yo	u like to rece
Do you sai	excribe to c	wher continu	ous informat	ion services?	If so, would	I you be
Do you sal willing to o	escribe to c liscuss how rvices? (Ir	other continu	ous informer	ion services?	If so, would	I you be
Do you sal willing to o program so program co	escribe to offiscuss however, (Ir	other contint v INPUT's querviewer n of competiti	ous informer	ion services?	If so, would	I you be
Do you sall willing to oprogram se	escribe to offiscuss however, (Ir	other contint v INPUT's querviewer n of competiti	ous informer	ion services?	If so, would	I you be
Do you sal willing to o program so program co	escribe to offiscuss however, (Ir	other contint v INPUT's querviewer n of competiti	ous informer	ion services?	If so, would	I you be
Do you sal willing to o program so program co	escribe to offiscuss however, (Ir	other contint v INPUT's querviewer n of competiti	ous informer	ion services?	If so, would	I you be

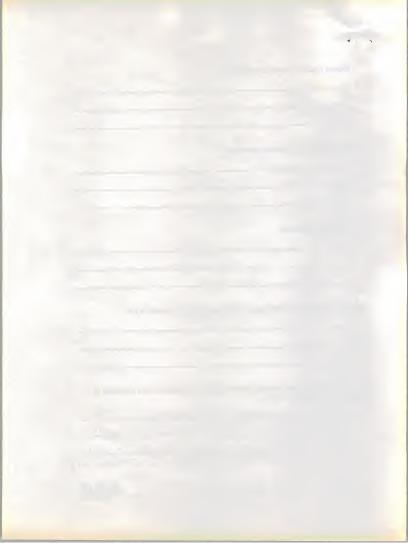


10

wslener (qua	ility, content, coverage):
ccount manage	ment
hat could INP	UT do to improve the quality of service provided to you?
9)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

suggestions you'd like to make?

I'm not a good customer After subscription of this service, my needs changed. And I'd like to get the into of EDI especially banking EDI, but the exact research has been not yet published. So I seldom used this service. So my comments is just from my INPI restricted experience



RCU BY:XEROX TELECOPIER 7011; 7-20-90 1:15PM; 508 496 9929

JUL 20 '90 16:13 FROM DIGITAL-STOW

4159613968;# 1 PAGE.001

Man Soften

DIGITAL EQUIPMENT CORPORATION

FAX COVER SHEET

0G0

TO: Chase Goff

FAX NUMBER: 415-961-3966

PHONE NUMBER: 445-961-3300

LOCATION: Movafai View C4

NUMBER OF PAGES INCLUDING COVER PAGE: 7

FROM: G. Stom A.

PHONE NUMBER: 508-496-9506

LOCATION: DEC: 090 1-2/W//

COST CENTER: 21 N

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 508-496-9195 DIN- 276-9195.
AUTO RECEIVE FAX NUMBER FOR STOW IS 508-496-9929.



digital

DIGITAL EQUIPMENT CORPORATION
40 OLD BOLTON BOAD
STOW, MASSACHUSETTS 01775

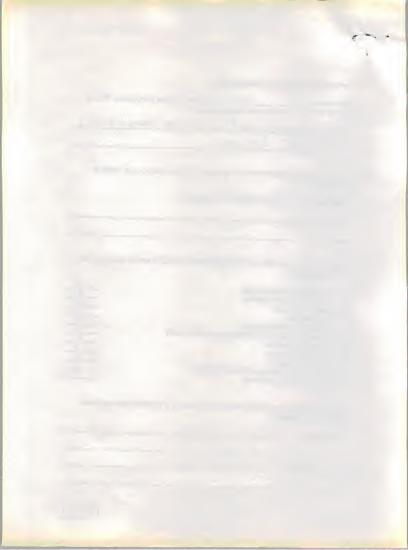


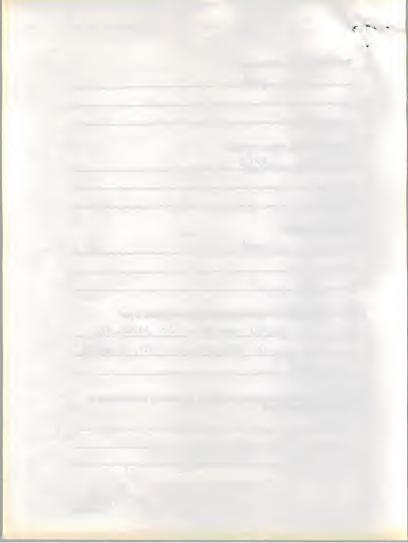
Program: INFORMATION SUS	78445	Program yes	
PEOGRAM DIG	VITAL EC	WENT.	COEPERTI RETATION
Client company:	2	-too	R
Contact name:	CONS	When in 7	ETATIONS
Title	DNUS	77 1.011.01	
Other program(s) subscribed to:			
Subscription price paid (this program):			
Year company first subscribed (this program):			
(Any INPUT pr	ograms):		
Introduction			
1. Would you rate on a scale of 1-5 (5 be	ing highest), firs	st the importance your satisfaction v	of the various with the support
	ing highest), firs	st the importance your satisfaction v	(3) Value
1. Would you rate on a scale of 1-5 (5 be	ing highest), firs aff, and second y art off with		(3)
Would you rate on a scale of 1-5 (5 be components of the program to your stryou've received in each area. Let's state at the state of 15 management. Putter of 15 management. Data base systems development.	ing highest), first aff, and second to the total transfer with (1)	(2)	(3) Value
Would you rate on a scale of 1-5 (5 be components of the program to your st you've received in each area. Let's state of the program to your's received in each area. Let's state of the program of	ing highest), first aff, and second to the total transfer with (1)	(2)	(3) Value
Would you rate on a scale of 1-5 (5 be components of the program to your stryou've received in each area. Let's state at the state of 15 management. Data base systems development of Developments in end user composing.	ing highest), first aff, and second to the total transfer with (1)	(2)	(3) Value
1. Would you rate on a scale of 1-5 (5 be components of the program to your stryou've received in each area. Let's state of 15 management a) Future of IS management b) Data base systems development c) Developments in end user componing d) Other reports (if subscribed) e) Hottine service D. Annual conference	ing highest), first aff, and second to the total transfer with (1)	(2)	(3) Value
Would you rate on a scale of 1-5 (5 be components of the program to your stryou've received in each area. Let's state at the state of 15 management. Data base systems development of Developments in end user composing.	ing highest), first aff, and second to the total transfer with (1)	(2)	(3) Value



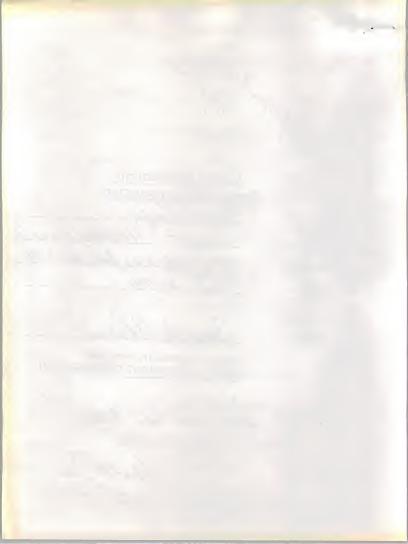
; 7-17-90 10:09AM ; 4159613968-308 496 9929 ;# 3

OR ;	ve rated feel make	es this serv	vice most in	portant	ong these pr to you?				
		den	clormen	to in	end-u	cel (compati	if_	9 4
	cne	DEC	Gusin	oss					
ap.	mance?		'services we'			h would	l you ram l	owest	in
VЫ	t places	that partic	ular service	at a low	er rating?				
Hov	e enduffe	ane vost	with the fol	touring	former of T	NPUT	service (o	n 1 90	ale of 1
			MINT THE SAL	towns.	TONANCE AT -				
5, 5	being h	ighest)	W101 110 1W	TOWNE .	100,000				,,
5, 5 •\	being h	ighest)	nes covered	town's					<u>4</u>
5, 5 a) b)	being h Importa Timelin	ighest) nce of issues of issues	nes covered nes covered	10.4.mg					_ <u>4</u>
5, 5 a) b)	huporta Timelin Onality	ighest) nce of issues of issues of analysis	nes covered nes covered	io.mr					_4 _4 _4
5, 5 a) b) c) d)	Importa Timelin Quality Quality	nce of issues of insues of analysis of data	nes covered es covered						4 4 4
5. 3 b o d e c	Importa Timelia Quality Quality "Usahili Accession	nce of issues of issues of issue of data ity" of writhdisty of Ity	ses covered es covered s sten reports NPUT profe						-4 -4 -4 -4 -4 -4
5. 3000000	Importa Timelin Quality Quality "Usabili Access Account	ighest) noe of issues of issue of analysis of data ity" of writhility of II it management	nes covered tes covered tes reports NPUT profe						4 4 4 9
THE CORPORT OF STATE	Importa Timelin Quality Quality "Usabili Access Account	ighest) nce of issues of issue of analysis of data ity" of writhility of II t managem	nes covered es covered s inten reports NPUT profe nent						-4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -
5. 2000000000000000000000000000000000000	Importa Timelin Quality Quality "Usabil Access Account Staff re	ighest) nce of issues of issue of analysis of data iny" of writhility of Illit managem spensiven	nes covered es covered s sistem reports NPUT profe nent	ssional/	consulting				-4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -
2. 3 pode C 3 po	Importa Timelin Quality Quality "Usabil' Accessi Accoun Staff re Report	ighest) noe of issues of issue of analysic of data ity" of writhility of II is managen sponsite of its managen formats/st	nes covered ics covered issen reports NPUT profe pent icits yle Admining (or	ssional/	consulting				-4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -
2. 3000000000000000000000000000000000000	Importa Timelin Quality Quality "Usahii Account Staff re Report Materia Sales s	nce of issues of analysis of data ity" of writhility of It it managem sponsive to delivery upport and	nes covered sistem reports NPUT profe nent sess Manipping (or Manipping (or I follow-up)	ssional/	consulting	staff			4 3 4 9
2. SPORTOR SPRINGS	Importa Timelin Quality "Usahil Access Accoun Staff re Report Maieria Sales s	nce of issued analysis of data ity" of writhility of It it managem sponsivets it delivery, upport and	nes covered inten reports NPUT profe nest est shipping (or i follow-up	ssional/	consulting	staff			4 3 4 9
2. Spoget Christing	Importa Timelin Quality "Usahil Access Accoun Staff re Report Maieria Sales s	ighest) noe of issues as of issue of san lyst of dain inty of with thirty of II it managem aponativen formati/st at delivery, upport and the programment of the progr	nes covered inten reports NPUT profe nest est shipping (or i follow-up	ssional/ der fulfi what do	consulting (staff			4 3 4 9



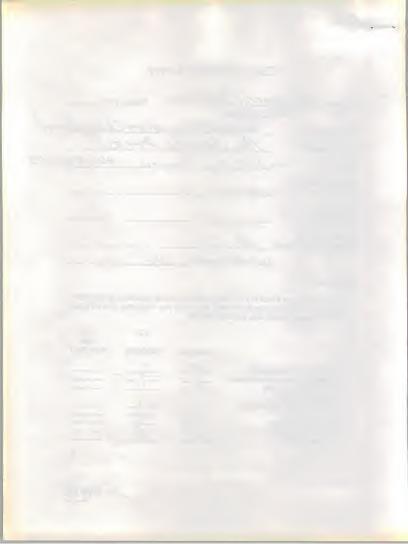


RCV BY: XEROX TELECOPIER 7011; 7-20-90 4159613968;# 1 PAGE.001 Market Information Resources Management To: ~ Location: 3966 /(415) 96/-3300 Phone: Date: From: Market Information Services DIGITAL EQUIPMENT CORPORATION



Line State State Commence

Program: /NFOCMATION =	45/2013	Program ;	car:
Client company: Dig/	AL EQUA	MENT	DEFREATI
Contact name: MS. C. Title: Morage, Mkt. C	no. Res	urces	EN 603-884±
Other program(s) subscribed to:			
Subscription price paid (this program):			
Year company first subscribed (this program):	1485?		
(Any INPUT p	rograms):/	1986 5	
Introduction			
 Would you rate on a scale of 1-5 (5 to components of the program to your st you've received in each area, Let's st 	aff, and second y	st the importance your satisfaction	of the various with the support
	(1)	(2)	(3) Value
	Importance	Satisfaction	Rank Top 3
Puture of IS management Data base systems development Developments in end user computing	4 S	<u>''</u>	
d) Other reports (if subscribed) e) Hodine service f) Annual conference g) On-site presentation h) Library visits	2 3	- - 2 - - 3 - 3 - - 1 - -	
h) Library visits			



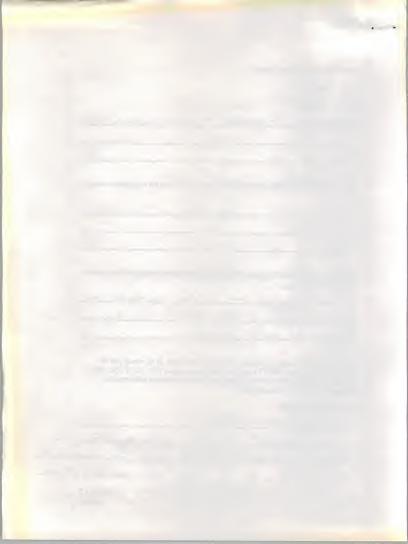
PAGE.003

You you	ve ratedfeel makes this servi	highest among these program comp ce most important to you?	onents. What do
imp	cetance?	rvices we've spoken of, which would you	rate lowest in
1.	6	er service at a lower rating? s are well much imposses eracley to not provide in lencolnes.	ble!
Hov	w satisfied are you v	rith the following factors of INPUT's servi	ice (on a scale of 1-
RUCERCO BOOK	Account manageme Staff responsivenes Report formats/styl Material delivery/si Sales support and f	sn reports FUT professional/consulting staff as be cipping (order fulfilkment)	3 4 4 2 3-4 2 3-4 2 4 2 2 4 2 4 2 4 2 4 2 4 2 4 4 2 4 4 2 4 4 2 4
a)	Benefits: well	re-earthed clearly a night tent to the price of and and and	retten

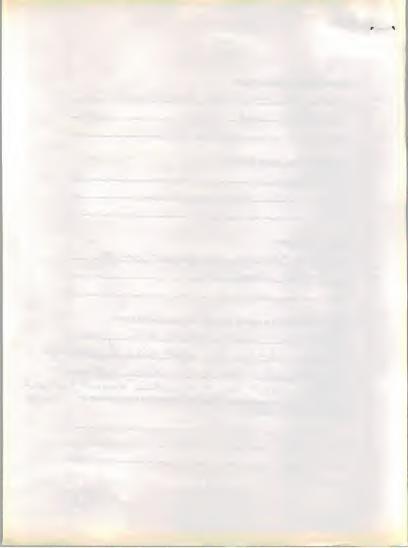


JUL 20 '90 10:28 FROM MRC

Too low Just right Too high	
Picase elaborate:	Consorable to other Exercis Services
What specific topic	s, issues, or market areas would you like to see expanded coverage
	onal products, services or types of support would you like to receive
South este	le god and in the you madet six to water for SW & Service on a regime!
Continue of autority by and autority by autority by autority by autority by autority by autority autority by autority autority autority by autority	le good and in the you madet six +
Continue of Contin	cond and in the you made to see the second of the sound of the second of



Berto	r than much of the crose there of mighing closely + from t	
	er (quality, content, coverage):	
Account	management le 14 hear from my account marger cept at reneval knee!	
Tell	rold INPUT do to improve the quality of service provided to you? to me! Sine we about to tree, I know about delays in publication about about persons.	.yu -
chrimk you	for treat me to org. changes t personal for treat me as a metional account! I very much for your time and evaluations! Are there any other comments or a syou'd like to make?	Spend



Client Satisfaction Survey

Program: NFOENAT	TON Systems	Program	year:	
Client company:	ANDERSEN	CONSULTI	ug	
Contact name:	Ruth ALLE	= 3/2	-5078970	
Title:	SUPERVISOR			
Other program(s) subscribed to: U.S.	MAPS, VAP; SI		-507 8970 Dogo Sew.Mkt.	Forecast
Subscription price paid (this program):	4600.			
Year company first subscribed (this program):	1987			
	(Any INPUT programs):		• • • • • • • • • • • • • • • • • • • •	
Introduction				
components of the pro-	als of 1-5 (5 being highest), fir ram to your staff, and second a area. Let's start off with	st the importance your satisfaction	of the various with the support	
	(1)	(2)	(3) Value	
	Importance	Satisfaction	Rank Top 3	

a) Fature of IS management b) Data base systems development c) Developments in and user computing d) Other reports (if subscribed) c) Houline service f) Annual conference f) Onesis presentation, hearth free

On-site presentation

JUL 19 '90 10:44

4159613968 PAGE.002

10F 53 .80 18:12

2.	Por component mend highest in importance:
	For component rained highest in importance: You've raised IS (or MATS but 9 m assuming that this is a different service) You've raised Is evice most important to you?
	Stepting and puture derection of Trup Syptems.
	Then I and future acceptance of mage systems.
3.	From the components/services we've spoken of, which would you rate lowest in importance?
	What places that particular service at a lower rating?
	dibrary visits - 9'm not sure what this is. We
	with Anderson Consularing, and I'm not some what it would be necessary.
4.	How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)
	a) Importance of issues covered b) Throllassy of issues covered c) Quality of smilytis d) Quality of data d) Quality of data Throllassy of written reports f) Accessibility of NVPUT professional/consulting staff g) Account management b) Staff responsiveness f) Report formativityle f) Report formativityle f) Material delivery/shipping (order fulfillment) g) Sales support and follow-up
5.	Looking at the program overall, what do you perceive as the three most significant

benefits/weaknesses?

		on this serve		
b)	Weaknesses:	hack of an	index within	Rach sewice
·	and espe	cially the lo	index within	subject

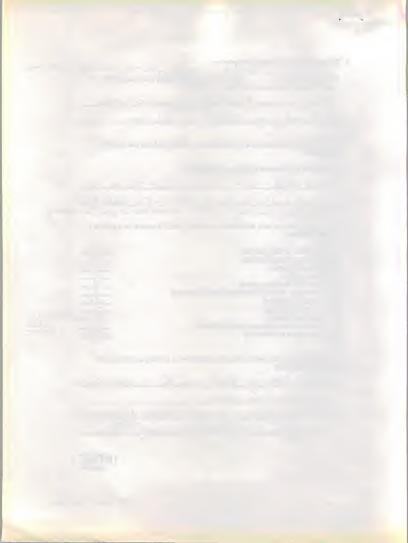
a) Renefter Letting the broad persone time on Into Sustano

JUL 19 '80 10:45

4159613968 PAGE.003

BCO BA: XEROX LEFECOBIER 1011 : 1-53-80 S: ISBW :

10 S3 .80 10:12



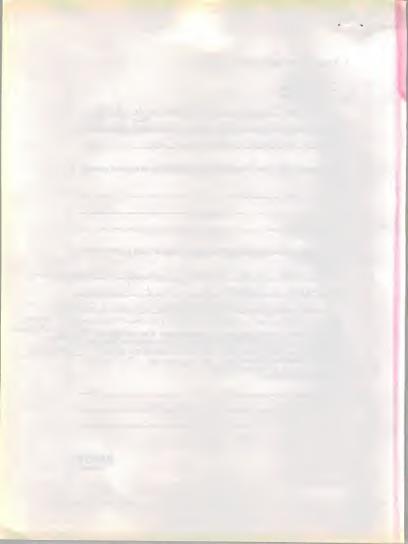
6.	Do you feel the program price is:
	Too low Just right Too high
	Please elaborate: The price is pist about right for this
	Please elaborate: The price is fust about right for this particular sessure. It appears that we get form
	few of the reports qublished each year.
7.	What specific topics, issues, or market areas would you like to see expanded coverage
	6 (?
8.	What new or additional products, services or types of support would you like to receive from INPUT?
	Indexes to the services, especially a detabase divien
	CD-Rom or diskette version that could be
	readily searched. Even a decent manual index for all of the services would be a big improvement and result in greater
	all of the dervices would be a big improvement and result in greater
9.	Do you subscribe to other communous information services? If so, would you be willing to discuss how INFUT's quality of service compares with that of your other program services? (Interviewer note: program services? (Interviewer note: program components of competition.) If we have been the formation of the program components of competition.
	program services? (Interviews notes prompt for answers dealing with specific representation) program components of competition. He rubboulse. No, mot willing to compare them yes, tubboulse. No, mot
	Client support (hodline):
ø	
	•

4159613968 PAGE.204

INPUT

JUL 19 '92 10:45

31:31 06, EZ 7Nf



. SENT BY: INPUT

; 7-19-90 8:429M;

over (quality, consent, c	coverage):			
management				
very much for your tir				is or
you'd like to make?	when tre	ping to ge	t current	t uplates
Verlo Anlysis	profile, the	makrial	lent is bu	rically an
to which we	can get.	or makes.	me work	er how
in of the the	upris conta uprikaging of	the info.	In gener	el, the
-	ould INPUT do to imp	ould INPUT do to improve the quality of	ould INPUT do to improve the quality of service provide (atl. in like, as amentioned a very much for your time and evaluations! Are there any	ould INPUT do to improve the quality of service provided to you? UNTLE MARKER, AS MENTIONAL ABOVE.

JUL 19 '92 12:46

4159613968 PAGE.005

PAGE. 005 S #:8962196517 31:91 06, EZ 7Af



Client Satisfaction Survey

FAXED MAP 10 HER 7-20-90

Program: NFORMATION S	ystems		year: <u>99</u>
		NSULTING	
Contact name: MS	JEAN I	ASIS - Co	nset of Intoen
Title:	Rasquel De	500/AT- 12	in) 507 60
Other/program(s) subscribed to: RESPONDENT RESPONDENT	MARTHA MEDI, S	312) 50 [312] 50	7-6668
Subscription price paid (this program):	no pao	KAGE	
Year company first subscribed (this program): 85-86	/		
(Any INPUT p	rograms):		
Introduction			
Would you rate on a scale of 1-5 (5 be components of the program to your st you've received in each area. Let's star	aff, and second	st the importance your satisfaction	of the various with the support
	(1)	(2)	(3)
	Importance	Satisfaction	Value Rank Top 3
a) Future of IS management b) Data base systems development c) Developments in end user computing	3 4	3	
d) Other reports (if subscribed) — e) Hotline service f) Annual conference g) On-site presentation h) Library visits	2 3 1 1 *	# # # #	
HAVE NOT USED THESE			

7-18-90 * She is NOT the USER- BUT WILL FIND OUT WHO IS AND CALL ME BACK WITH NAME

INPUT



2.	For component rated highest in importance: You've rated	
3.	From the components/services we've spoken of, which would you rate lowest in importance? ### IT BELLING - What places that particular service at a lower rating?	
4.	How satisfied are you with the following factors of INPUT's service (on a scale of 1-5.5 being highest)	
	a) Importance of issues covered b) Timeliness of issues covered c) Quality of analysis d) Quality of data e) "Usability" of written reports f) Accessibility of InPUT professional/consulting staff g) Account management h) Staff responsiveness i) Report formats/style j) Material delivery/shipping (order fulfillment) k) Sales support and follow-up	
5.	Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?	
	a) Benefits: () PROJECTIONS WHO FUTURE () INTROPE ON TOPIC (3) ERSY TO UNDSTAND.	
	b) Weaknesses: O MORE HARD DATA- NUMBERS	
	(a) AN INDEX to MI Input Reports worldbe hipfu	e
	2	



	Too low
	Tust right
X	Too high
ease el	aborate: Felfulle NAME NOD information
J.	uport has in reports raises the
	<i>'</i>
/hat spe	cific topics, issues, or market areas would you like to see expanded coverage
?-	
2	BUPGET 1554ES With MIS DEF More on congarative processes
)	more on cooparatine processer
Vhat nev	w or additional products, services or types of support would you like to receiv
<u>u</u> .	More on application Software
o you s	subscribe to other continuous information services? If so, would you be
villing to	o discuss how INPUT's quality of service compares with that of your other services? (Interviewer note: prompt for answers dealing with specific
villing to	discuss how INPUT's quality of service compares with that of your other
villing to program program	o discuss how INPUT's quality of service compares with that of your other services? (Interviewer note: prompt for answers dealing with specific
willing to program program	o discuss how INPUT's quality of service compares with that of your other services? (Interviewer note: prompt for answers dealing with specific components of competition.)
villing to program program	o discuss how INPUT's quality of service compares with that of your other services? (Interviewer note: prompt for answers dealing with specific components of competition.) pport (hotline):
villing to program program	o discuss how INPUT's quality of service compares with that of your other services? (Interviewer note: prompt for answers dealing with specific components of competition.)



" input/ Grad	on forecasting"
. other service .	for forecasty
+ projection	
0 0	
ewsletter (quality, content, co	coverage):
Input is.	good because lacy to read
organised	good belong lacy to Need ,
0	
Account management:	
In po	or with other
What could INPUT do to imp	prove the quality of service provided to you?
1 Lika more	. In the methopology that usEp
How does inpu	to me to de to
-l rome much for your tir	me and evaluations! Are there any other comments or
ik you very much for your in	the and evaluations: The there are outer comments of
estions you'd like to make?	
restions you'd like to make?	





MR. WEST WAS OUT OF TOWN SO MR DOIGONAS RESPONDENTED.

USP

Client Satisfaction Survey

Program: NFORMATIM	Systems	Program y	rear: 90	
Client company: UNIVE	RSHY DI	- Coffi		7 0 1/0 1-1
Contact name: ME \$	richard	WEST	415) 98	10405-
Title: RESPONDENT -> MR	Timi D	olgoNAS	(4/5) 98. AND C	Ompotek_
Other program(s) subscribed to:	Think S	0		
Subscription price paid (this program):	DON4	REMEN	REK	
Year company first subscribed (this program):	10 YEAR	25 / 7	think_	
(Any INPUT p	rograms):			
Introduction				
 Would you rate on a scale of 1-5 (5 be components of the program to your st you've received in each area. Let's st 	aff, and second y	t the importance our satisfaction	of the various with the support	
	(1)	(2)	(3) Value	
	Importance	Satisfaction	Rank Top 3	
a) Future of IS managementb) Data base systems developmentc) Developments in end	4	43	3	LIE HAJE
user computing d) Other reports (if subscribed) e) Hotline service f) Annual conference g) On-site presentation h) Library visits	- NA(1)	11 A A A A A A A A A A A A A A A A A A) 2	PESULTS SOME RESULTS SOME RESPONDS
HOVENT HAD ONE FOR A LENGTIME	1		MBUT	Oflikes

totor Number
110 1.5
(16)
Couplete

NO OF RESPONDENTS

2.	For component rated highest in importance: FUTURE OF LS MANAGEMENT
	You've rated highest among these program components. What do
	you feel makes this service most important to you?
	Helps port return when
	The same of sich pages
3.	From the components/services we've spoken of, which would you rate lowest in importance?
	What places that particular service at a lower rating?
	1 PIDNT KNOW ABOUT IT
	Thought the Hothing Was the
	SPINE
4.	How satisfied are you with the following factors of INPUT's service (on a scale of 1-5, 5 being highest)
	a) Importance of issues covered
	b) Timeliness of issues covered
	c) Quality of analysis
	d) Quality of data
	e) "Usability" of written reports
	f) Accessibility of INPUT professional/consulting staff g) Account management
	h) Staff responsiveness
	i) Report formats/style
	j) Material delivery/shipping (order fulfillment)
	k) Sales support and follow-up
5.	Looking at the program overall, what do you perceive as the three most significant benefits/weaknesses?
	a) Benefits: 1 Independent Server 2) Fourthy booking
	b) Weaknesses: Myre FOCUSED NAW ON WIND EATHER than
	b) Weaknesses: More FOCUSED Communal EATHER TO A
4	GOOD to see made public & person
	good to see more public & private
	INPUT 700 MAMAPH

In



Do you	feel the program price is:
	Too low Instrict
	Just right Too high
Please	elaborate:
17 /	pecific topics, issues, or market areas would you like to see expanded coverage
-60	
1	1/58 of CASE tool & Development muchostogy In the fiture, the fit releasts Departer luxures to the end were department How it is
	mucharlogy
(2)	In the totale Mrs Lite rule of 5 Departer
1/ 1/	latersto to the end wer department + How it is
What	new or additional products, services or types of support would you like to receive
from 1	NPUT?
	- No -
Do yo	subscribe to other continuous information services? If so, would you be
Drogra	to discuss how INPUT's quality of service compares with that of your other m services? (Interviewer note: prompt for answers dealing with specific
progra	m components of competition.)
Client	support (hotline):
_	Ио.



lewsle		ntent, coverage):			
accoun	t management:				
Vhat co	ould INPUT do	to improve the c	quality of serv	ice provided to	you?
k you	very much for s	our time and even	aluations! Are	there any other	r comments or





(1/1SP) 1990
INFORMATION SYSTEMS PROGRAM - DID NOT
RESPOND to
SURVEY.
DIGITAL EQUIPMENT + - JOAN SLYDA.
BOEING COMPUTER SERVICE
BELL SOUTH CORPORATION * GANG to NORMAY 9-5-90 Chas
* DIGITAL EQUIDMENT - CAMILLE AHEEN RETURNED
A SURVEY QUESTIONNAIRE
GEORGE STARR - ALSO
RETURNED SURVEY
TEN COMPANIES REFURNED SURVEY
1211 Companies Revolution Survey



Client Satisfaction Survey

ient company: BOEI	ug Compter SERVICES -
ontact name: on lane - KA	REN BURT (206) 8/5-0346 VANDER TIDE + 6365 PRENE JONATEN - RIVE
de Allianne Niana	18. Commer rights
ther program(s) bscribed to:	GENDRON *
abscription price paid /// nis program):	
ear company first ibscribed (this program):	1 100-3 4 set -
	r programs):
ntroduction	<i>\</i> .
you've received in each area. Let's	(1) (2) (3) Value
	Importance Satisfaction Rank Top 3
	MANE STEN
a) Reports -U.S. SI Markets, 1989-1994 -SI Competitive Analysis -SI Program Management -Systems Operations	N/1 4
-U.S. SI Markets, 1989-1994 -SI Competitive Analysis -SI Program Management	N/1 4
-U.S. SI Markets, 1989-1994 -SI Competitive Analysis -SI Program Management -Systems Operations -Network Integration b) Research Bulletins c) Presentations -SI Conference (October 1989) -SI Conference (May 1990) -On-site Presentation	N 1 4 4 4 4 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5
-U.S. SI Markets, 1989-1994 -SI Competitive Analysis -SI Program Management -Systems Operations -Network Integration b) Research Bulletins c) Presentations -SI Conference (October 1989) -SI Conference (May 1990)	N I II
-U.S. SI Markets, 1989-1994 -SI Competitive Analysis -SI Program Management -Systems Operations -Network Integration b) Research Bulletins c) Presentations -SI Conference (October 1989) -SI Conference (May 1990) -On-site Presentation -Joint Client Conference	N I II
-U.S. SI Markets, 1989-1994 -SI Competitive Analysis -SI Program Management -Systems Operations -Network Integration b) Research Bulletins c) Presentations -SI Conference (October 1989) -SI Conference (May 1990) -On-site Presentation -Joint Client Conference d) Support -Hotline -Library Visits	N I II



_ _	u've ratedhighest among these program components. What do u feel makes this service most important to you?
	om the components/services we've spoken of, which would you rate lowest in portance?
w	hat places that particular service at a lower rating?
5, a)	ow satisfied are you with the following factors of INPUT's service (on a scale of 5 being highest) Importance of issues covered
c)	Timeliness of issues covered Quality of analysis ———————————————————————————————————
f)	Quality of data "Usability" of written reports Accessibility of INPUT professional/consulting staff
f) g) h) i)	"Usability" of written reports Accessibility of INPUT professional/consulting staff Account management Staff responsiveness Report formats/style Material delivery/shipping (order fulfillment) Sales support and follow-up
f) g) h) i) j) k) L	Accessibility of INPUT professional/consulting staff Account management Staff responsiveness Report formats/style Material delivery/shipping (order fulfillment)
f) g) h) i) j) k) L be	Accessibility of INPUT professional/consulting staff Account management Staff responsiveness Report formats/style Material delivery/shipping (order fulfillment) Sales support and follow-up Oking at the program overall, what do you perceive as the three most significant



Do yo	ou feel the program price is:
	_ Too low
_	Just right Too high
	_ 100 mgn
Pleas	e elaborate:
What	specific topics, issues, or market areas would you like to see addressed in topica
repor	rs in 1990?
_	
from	new or additional products, services or types of support would you like to receiv INPUT?
willi	ou subscribe to other continuous information services? If so, would you be ng to discuss how INPUT's quality of service compares with that of your other nam services? (Interviewer note: prompt for answers dealing with specific ram components of competition.)
Clien	at support (hotline):
	•
	•



F	Reports (quality, content, coverage):
_	
1	Newsletter (quality, content, coverage):
F	Account management:
	What could INPUT do to improve the quality of service provided to you?
_	viiai comu in reo i ao o migrove me quanty or sa vice province o year
_	
g	ik you very much for your time and evaluations! Are there any other comments or estions you'd like to make?
_	



1280 Villa Street, Mountain View, CA 94041-1194

Telex 171407 Pire garrety 9

(415) 961-3300 FAX (415) 961-3966

(818) 715.5216

FAX TRANSMITTAL FORM

DESTINATION: LITTON COMPUTER SERVICES	7-17-90-
FAX NUMBER: (818) 751-5364	RATING - ASKCOPHAN
ATTENTION: MR. JIM CHAIKER V.P.	HE CUTT.
Telephone Number/Location (818) 715-5213	7-18-91-
NUMBER OF PAGES: 1 OF 5 7157. 5246	\$ 19-90 wer
Confidential Yes X No	# and FAVER
Urgent Yes X No	7-23-90-
DESCRIPTION: DEAR SIR:	REMINDER -
WE ARE MOST INTERESTED IN KNOWING	JOAN (SI) 7 25 90-
HOW WELL THE INFORMATION SYSTEMS PROGRE	940. TEFT # FOR TOM FO
IS SERVING YOUR NEEDS. WOULD you	CAN ME
TAKE A FEW MOMENTS AND ANSWER OUR	+ JEE ABOUT FAX
QUESTIONINGER LUDIT WANTS TO KEEP	7-27-90- 10.30
the program AT A HIGH LEVEL AND IT	DON'T CALL UNTI
IS only through OUR CHENTS that WE	7-31-90 8-15
Know HOW WELL WE ARE DOING.	VIH RECEPT
Thank you.	8.1.90 - 2.32 LEFT # FOR VIA
PS TUESDAY IS MY TABULATION DATE.	8.2.90 8.00
FROM: CHASE GOT	Call JOAN
DATE: 7-18.90	A SIDNIS OF DATE
INPUT	D.8-90 - ON
Project Charge Code:	Bruk It 15
FILE:CHRONCONTACT TT By Ang 15	DWIDT of he
Spe John Iralano will Ramino him	cont Return



Client Satisfaction Survey

Progra	am: /Wroemarian 3	1574MS 7E	Program	year:
Client	company: LITTON	1 Compu	ITER SEA	evices
Conta	ct name: J/n	CHAI	KER -	(818) 7
Title:		819 (751)	364)	
	program(s) ibed to:	- 715		
	ription price paid rogram):			
	company first ribed (this program):			
	(Any INPUT p	orograms):		
Intro	duction			
CO	ould you rate on a scale of 1-5 (5 bomponents of the program to your sturve received in each area. Let's st	aff, and second	st the importance your satisfaction	of the various with the support
		(1)	(2)	(3) Value
		Importance	Satisfaction	Rank Top 3
b)	Future of IS management Data base systems development Developments in end user computing			=
	Other reports (if subscribed) Hotline service			
f)	Annual conference			
	On-site presentation Library visits			
,	•			



Yo you	ou've ratedh ou feel makes this service most	nighest among these program components. What do important to you?
	om the components/services w	ve've spoken of, which would you rate lowest in
WI	hat places that particular service	æ at a lower rating?
		following factors of INPUT's service (on a scale of I
5, :	5 being highest)	
a) b) c) d)	Importance of issues covered Timeliness of issues covered Quality of analysis Quality of data	A-13-0,-
a) b) c) d) e) f) g) h) i)	Importance of issues covered Timeliness of issues covered Quality of analysis Quality of data "Usability" of written report Accessibility of INPUT prof Account management Staff responsiveness Report formats/style	s essional/consulting staff
a) b) c) d) e) f) g) h) i) j)	Importance of issues covered Timeliness of issues covered Quality of analysis Quality of data "Usability" of written report Accessibility of INPUT prof Account management Staff responsiveness	s sessional/consulting staff
a) b) c) d) e) f) g) h) i) j) k) Lo	Importance of issues covered Quality of analysis Quality of analysis Quality of data "Usability" of written report: Accessibility of INPUT prof Account management Staff responsiveness Report formats/style Material delivery/shipping (o Sales support and follow-up	s sessional/consulting staff
a) b) c) d) e) f) j) k) Lo ber	Importance of issues covered Timeliness of issues covered Quality of analysis Quality of data "Usability" of written report: Accessibility of INPUT prof Account management Staff responsiveness Report formats/style Material delivery/shipping (of Sales support and follow-up tooking at the program overall,	s sessional/consulting staff





5.	Do you feel the program price is:
	Too low
	Just right
	Just right Too high
	Please elaborate:
	What specific topics, issues, or market areas would you like to see expanded coverage
•	of?
	· · · · · · · · · · · · · · · · · · ·
3.	What new or additional products, services or types of support would you like to receive from INPUT?
١.	Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)
	Client support (hodine):



_	
Vev	vsletter (quality, content, coverage):
_	
Acc	ount management:
Wha	at could INPUT do to improve the quality of service provided to you?
_	
ık y	ou very much for your time and evaluations! Are there any other comments or ions you'd like to make?
_	







1280 Villa Street, Mountain View, CA 94041-1194 (415) 961-3300 Telex 171407 FAX (415) 961-3966

FAX TRANSMITTAL FORM

DESTINATION: LITTON COMPUTER SERVICE
FAX NUMBER: (8/8) 7\$5-5364
ATTENTION: MR. JIM CHAIKER
Telephone Number/Location (818) 715-5213
NUMBER OF PAGES:1OF/
Confidential Yes X No No
Urgent Yes_y No
DESCRIPTION: DEAR MR. CHAIKER
MR DENNY WAYSON REGUESTED
that I contact your company.
WE ARE VERY INTERESTED IN HAVING YOUR
opinion expressed concerning the
PROGRAMS you SBSCRIBE to With
INDUT. I HAVE TAXED YOU OUR SURVEY
NOULD you please take a tew moments
to MISWER IT AND RETURN IT to US. 1
trust that you HAIR RECEIVED IT
FROM: CHASE GOFF
DATE: 7-23-90
INPUT Project Charge Code:
FILE:CHRONCONTACTOTHER
Specify:



Danny Changes this

DENVIS WAYSM - 1 PECEIVED FROM 7-3-90

Client Satisfaction Survey

INFINMATION SYSTEMS PROGRAM Program year: 1989 Program: UISP Client company: Contact name: Title: Other program(s) subscribed to: Subscription price paid (this program): Year company first subscribed (this program): (Any INPUT programs): ____ Introduction 1. Would you rate on a scale of 1-5 (5 being highest), first the importance of the various components of the program to your staff, and second your satisfaction with the support you've received in each area. Let's start off with ... (1) (2) (3) Value Importance Satisfaction Rank Top 3 a) Vertical market reports b) Delivery mode reports (turnkey, processing ser software products etc. c)/Special issue studies di Research bulletins e) Hotline service f) Annual conference g) On-site presentation h) Library visits W) EUTUNE OF IS MANAGEMENT W) DATA BNE SYSTEMS DEVELOPMENT INPUT C) DENSCOPNENTS IN END USER COMPUTING

d) OTHER REPORTS (IF SUBSCRIPTED)



Fo	For component rated highest in importance:					
Yo yo	ou've rated u feel makes this servic	highest among these program components. What do e most important to you?				
	om the components/ser portance?	vices we've spoken of, which would you rate lowest in				
w	hat places that particular	r service at a lower rating?				
	ow satisfied are you wit 5 being highest)	th the following factors of INPUT's service (on a scale of 1-				
b) c) d)	Importance of issues of Timeliness of issues of Quality of analysis Quality of data "Usability" of written	reports				
h) i)	Accessibility of INPU Account management Staff responsiveness Report formats/style Material delivery/ship					
k)	Sales support and follow					
be	nefits/weaknesses? Benefits:					
۵)	Donomo.					
b)	Weaknesses:					





Do you feel the program price is:
Too low
Just right
Too high
Please elaborate:
What specific topics, issues, or market areas would you like to see expanded covera of?
vvi 1951 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
What new or additional products, services or types of support would you like to rece from INPUT?
Do you subscribe to other continuous information services? If so, would you be
Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific
Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)
Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)



Reports (quality, content, coverage):
Newsletter (quality, content, coverage):
Account management:
What could INPUT do to improve the quality of service provided to you?
nk you very much for your time and evaluations! Are there any other comments or gestions you'd like to make?



Client Satisfaction Survey

Program: IN FORMATION SYST	TEM S	Program	year:	LEFT #1 TO CAN
Client company: Digi-	TAL EQUI	IMENT CO	RP	
Contact name:	N 5442	DA (508)	- 371-583	/
Title:	1/2 months	FMON COULDE	ANSWER	
Other program(s) subscribed to:	-KEGIS KWI SCI	FMON COULDS	It, VINCE	
Subscription price paid (this program):				DOESNT V:
Year company first subscribed (this program):				REFERED to C. Att
(Any INPUT p	orograms):			- IO C. ANI
Introduction				**
Would you rate on a scale of 1-5 (5 be components of the program to your st you've received in each area. Let's sta	aff, and second	st the importance your satisfaction	of the various with the support	
1.77.	(1)	(2)	(3) Value	
	Importance	Satisfaction	Rank Top 3	
a) Future of IS management b) Data base systems development c) Developments in end user computing d) Other reports (if subscribed) e) Hotline service f) Annual conference g) On-site presentation h) Library visits				

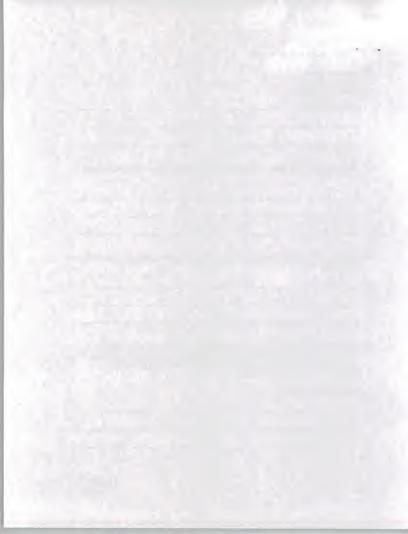


F	or component rated highest in importance:
y y	ou've ratedhighest among these program components. What do ou feel makes this service most important to you?
Frin	om the components/services we've spoken of, which would you rate lowest in aportance?
W	hat places that particular service at a lower rating?
H 5,	ow satisfied are you with the following factors of INPUT's service (on a scale of 1-5 being highest)
b) c) d) e) f)	Importance of issues covered Timeliness of issues covered Quality of analysis Quality of data "Usability" of written reports Accessibility of INPUT professional/consulting staff
h) i) j)	Account management Staff responsiveness Report formats/style Material delivery/shipping (order fulfillment) Sales support and follow-up
Lo	ooking at the program overall, what do you perceive as the three most significant nefits/weaknesses?
a)	Benefits:
	Weaknesses:





5.	Do you feel the program price is:
	Too low
	Just right Too high
	Please elaborate:
	Flease elaborate:
١.	What specific topics, issues, or market areas would you like to see expanded coverage of?
	<u> </u>
s .	What new or additional products, services or types of support would you like to receiv from INPUT?
	Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)
	Client support (hotline):



Reports (quality, content, coverage):	
Newsletter (quality, content, coverage):	
Account management:	
What could INPUT do to improve the quality of service provid	ed to you?
nk you very much for your time and evaluations! Are there any estions you'd like to make?	other comments or



JOAN SIYD	4-508-371-5	031	4,	201804001-
CONTACT	end of VINCE		1	
TOAN)_	IJ.		CAMINE A	HERW-
		11	CAMINE D	1441
SLYRA Client	Satisfaction S	urvey		`
/ 11		•		
1.24	725 / 1000 C			
Program: /N FORMATION		Program	year:	
Sustems	PROGRAM			4. 3.
/	artal Fau	mune of in	Caena	591 6
Client company:	GIINT E GOI	PWIENT	CIEL	
Contact name:	JAN P	H1111051	CHELMST.	DRE, MASS
7	.,	/F	700	7
Title:		1 -	250711	/_
Osh (-)				
Other program(s) subscribed to:		5087 250	1-1000 -	While
1 // 1	-/-	1-13-00	77-7/177	In. I
Subscription price paid / / /	Zeogers->	(508) 27	~ 7777	
(this program):		100		RECEPTION
Mr.		FMANI. Com		TOOK #
Year company first subscribed (this program):	5	08)37158	315 gre	+ SAID THE
VINEE X508+371-5830	-	371 5000	(ML012)	Cull coll me
	UT programs):			MS Podgasiz
				11011 FIOLE OUT &
Introduction acquisting again	542. 992 21	37		LANG / TRIK to
1. Would you rate on a scale of 1-5	(5 being highest), fir	st the importance	of the various	A GET BACK TO
components of the program to yo	our staff, and second			
you've received in each area. Le	t's start off with			7-18-90 - 9:00 COU ROYERS
508	(1)	(2)	(2)	- SAID to CONTACT
-02()	(1)	(2)	(3) Value	Hoffm - LEFT
3715830 3715830	Importance	Satisfaction	Rank Top 3	# WITH OFFICE
a) Future of IS management				Fox Home to CALL
u) I unite of to maningement				JAMET. SEC 03
b) Data base systems developme	ent			KACEMAN VILL
 c) Developments in end user computing 				GET BACK TO ME
d) Other reports (if subscribed)				
e) Hotline service				7-18-90 - LEFT # WITH
f) Annual conference				SANTARASCI
g) On-site presentation h) Library visits				TO CALL ME
h) Library visits				7-20-90-LEFT
TILL FULLAL SAID.	to			# FOR HIM to
I AUTMAN, SIL	, -			7.23.90- LEFT
VINCE VINCE	1			# 14:30
9.90 h) Library visits (AUFMAN SAID COMPACT VINCE	•			
Corri			INPUT	COU JOAN Zine
			7/90 MAMAP:1	7.2390 CIFT

2000-

7.2390 CIFT # + 5010 1 ward all BACK



You	ve ratedhighest among these program components. What do feel makes this service most important to you?
Fro	om the components/services we've spoken of, which would you rate lowest in sortance?
Wł	nat places that particular service at a lower rating?
Но	w satisfied are you with the following factors of INPUT's service (on a scale of
5, a) b) c) d) e) f) g) h) i) i)	5 being highest) Importance of issues covered Timeliness of issues covered Quality of analysis Quality of data "Usability" of written reports Accessibility of INPUT professional/consulting staff Account management Staff responsiveness Report formats/style Material delivery/shipping (order fulfillment)
5, a) b) c) d) e) f) g) h) i) j) k)	Importance of issues covered Timeliness of issues covered Quality of analysis Quality of data "Usability" of written reports Accessibility of INPUT professional/consulting staff Account management Staff responsiveness Report formats/style Material delivery/shipping (order fulfillment) Sales support and follow-up soking at the program overall, what do you perceive as the three most significant
5, a) b) c) d) e) f) g) h) i) j) k)	Importance of issues covered Timeliness of issues covered Quality of analysis Quality of data "Usability" of written reports Accessibility of INPUT professional/consulting staff Account management Staff responsiveness Report formats/style Material delivery/shipping (order fulfillment) Sales support and follow-up



Do you feel the program price is:
Too low Just right Too high
Please elaborate:
What specific topics, issues, or market areas would you like to see expanded coverage of?
What new or additional products, services or types of support would you like to recei from INPUT?
What new or additional products, services or types of support would you like to recei from INPUT?
What new or additional products, services or types of support would you like to receifrom INPUT? Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other program services? (Interviewer note: prompt for answers dealing with specific program components of competition.)



Rep	rts (quality, content, coverage):
New	sletter (quality, content, coverage):
Acc	unt management:
Wha	t could INPUT do to improve the quality of service provided to you?
nk y gesti	ou very much for your time and evaluations! Are there any other comments or one you'd like to make?





Client Satisfaction Survey

Program:		Program y	rear:
Client company:			
Contact name:			
Title:			
Other program(s) subscribed to:			
Subscription price paid (this program):			
Year company first subscribed (this program):			
(Any INPUT p	rograms):		
Introduction			MATER
 Would you rate on a scale of 1-5 (5 be components of the program to your st you've received in each area. Let's st 	aff, and second	st the importance your satisfaction	of MAGER OF TEL
	(1)	(2)	(SAVE
	Importance	Satisfaction	Rank Top 3
a) Future of IS management b) Data base systems development c) Developments in end user computing d) Other reports (if subscribed) e) Hodline service f) Annual conference g) On-site presentation h) Library visits			



component rated highest i	п ітрогалсе:
a've rated	_ highest among these program components. What do
om the components/service cortance?	es we've spoken of, which would you rate lowest in
nat places that particular ser	rvice at a lower rating?
w satisfied are you with the being highest)	he following factors of INPUT's service (on a scale of 1-
Importance of issues cove	ered
	ered
"I Isability" of written rer	ports
Accessibility of INPUT	professional/consulting staff
Account management	
Report formats/style	
••	
oking at the program over nefits/weaknesses?	all, what do you perceive as the three most significant
Benefits:	
	m the components/service m m the components/service cortance? at places that particular se being highest) Importance of issues cove Quality of analysis Quality of analysis Quality of data "Usability" of written re Account management Staff responsiveness Report formats/style Material delivery/shippin Sales support and follow oking at the program over nefits/weaknesses?



Do you feel the program price is:
Too low Just right Too high
Please elaborate:
What specific topics, issues, or market areas would you like to see expanded coverage of?
What new or additional products, services or types of support would you like to receivifrom INPUT?
Do you subscribe to other continuous information services? If so, would you be willing to discuss how INPUT's quality of service compares with that of your other
willing to discuss now INFUT'S quanty of a service compares which make yec- program services? (Intervite er note: prompt for answers dealing with specific program components of competition.)
program services? (Interviewer note: prompt for answers dealing with specific



R	eports (quality, content, coverage):
_	
N	Newsletter (quality, content, coverage):
-	
F	Account management:
-	
). 7	What could INPUT do to improve the quality of service provided to you?
ha	nk you very much for your time and evaluations! Are there any other comments or gestions you'd like to make?



RECEIVED FROM Pennée 7-16-90- (9:00 Aa)

UOUT-RP

Order: 2715

Customer:RD01-22 UEIS-RP 1

*** CONFIDENTIAL	Input Corporation USA 1990 Fulfillment List		Page 1 July 16, 1990
Order: 110069 Customer:RA10-13 UEIS-RP 1 UISP-E0 1 **UISP-SB 1 UKEY-RP 1 UOUT-RP 1	BEG:01/01/1990 END:12/31/1990 AMDERSEN CONSULTING; Mr. Jim Fischer Managing Partner ; 69 W. Washington, Chicago, IL 60602,	PO:	(312) 507-8339
Order: 110070 Customer:RA10-2 UEIS-RP 1 UISP-E0 1 *UISP-SB 1 UKEY-RP 1 UOUT-RP 1	BEG:01/01/1990 END:12/31/1990 ANDERSEN CONSULTING; Ms. Jean Davis Mgr. Consulting Info. Services ; 100 South Wacker Drive, 7th Floor, Chicago, IL 60606,	PO:	
Order: 110072 Customer:RA10-4 UEIS-RP 1 UISP-E0 1 -UISP-SB 1 UKEY-RP 1	BEG:01/01/1990 END:12/31/1990 ANDERSEN CONSULTING; Ms. Marilyn Stone Mgr. S/W Integration ; 100 S. Wacker Drive, 7th Floor, Chicago, IL 60606,	PO:	(312) 507-4090
Order: 3994 Customer:RB29-1 UEIS-RP 2 UISP-EO 2 UISP-SB 1 UKEY-RP 2 UOUT-RP 2	BEG:01/01/1990 END:12/31/1990 BELLSOUTH CORPORATION; Mr. John Lilly Corporate Resource Center ; 1155 Peachtree Street, Room 12801, Atlanta, GA 30367,	PO:	(404) 249-3260
Order: 110083 Customer:RB35-2 - UISP-SB 1	Hotline Only 1990 BULL SA; Mr. Michel Sauvage ; 1-11 Avenue du Val de Fontenay, Fontenay Soussbois Cedex, 94133, France	PO:13	1166 33 1 43 94 6677
Order: 3355 Customer:RC80-1 -UISP-SB 1	Hotline only 1990 BEG:05/19/1999 END:05/18/1990 CPC INTERNATIONAL INC.; Mr. Leurence J. Diamond Director ; International Plaza (Box 8000), Morldwide Info. Sys. Planning, Drawing Company of the first system of the company of the	PO: Englewo	(201) 894-2795
Order: 110389 Customer:RC80-1 UISP-EX 1	BEG:05/21/1990 END:05/21/1990 CPC INTERNATIONAL, INC.; Mr. Laurence J. Diamond Director ; International Plaza (Box 8000), Worldwide Info. Sys. Planning,	PO: Englewo	(201) 894-279
Order: 2770 Customer:RD01-2 UEIS-RP 2 UISP-EO 2 UISP-SB 1 UKEY-RP 2	BEG:01/01/1990 END:12/31/1990 DIGITAL EQUIPMENT CORPORATION; Library Market Research Center ; Continental Boulevard, (MKO1-1/KO7), Merrimack, NH 03054,	PO:	(603) 884-0212

DIGITAL EQUIPMENT CORPORATION; Mr. George Starr Jr. Mgr, Consultant Relations; 40 Old Bolton Road, OG01-2/WII, Stow, MA 01775,

BEG:01/01/1990

END:12/31/1990



Order: 2715 Customer:R001-22 UISP-EO 1 UISP-SB 1 UKEY-RP 1 UOUT-RP 1	Main Contact BEG:01/01/1990 END:12/31/1990 PO: DIGITAL EQUIPMENT CORPORATION; Mr. George Starr Jr. Mgr, Consultant Relations ; 40 Old Bolton Road, OG01-2/WII, Stow, MA 01775, (508) 496-9506
Order: 110073 Customer:RD01-29 UEIS-RP 1 UISP-EO 1 UISP-SB 1 UKEY-RP 1	BEE:01/01/1990 END:12/31/1990 PO: DIGITAL EQUIPMENT CORPORATION; Ms. Jan Phillips ; VRO6-2/Y10, 555 Virginia Road, Concord, MA 01742,
Order: 110203	BEG:03/28/1990 END:03/28/1990 PO: DIGITAL EQUIPMENT CORPORATION; Mr. Jamey Nordby ; 1175 Chapel Hills Drive, CXN1/3, Colorado Springs, CO 80920, (719) 260-2755
Order: 110055 Customer:RF18-1 UEIS-RP 2 UISP-EO 2 UISP-EO 1 UKEY-RP 2 UOUT-RP 2	BEE:01/01/1990 END:12/31/1990 PO: FEDERAL HOME LOAN BANK; Mr. Gary Buckner Sr. Vice President & CIO; 500 E. John Carpenter Freeway, P.O. Box 619026, Dallas/Ft. Mor (214) 541-8604 Deny IV SALO Me Wash face are applied.
Order: 110213 Customer:RH07-1 UISM-RP 1	MVRT - ME 88 & 89 only BEG:03/30/1990 END:03/30/1990 PO: HEALTH EAST INFORMATION SVCS; Mr. Terry Wilk Directoer, Planning & Quality ; 2024 LeHigh Street, Allentown, PA 18103, (215) 778-1411
Order: 4086 Customer:RI01-11 UEIS-RP 1 UISP-EO 1 UISP-SB 1 UKEY-RP 1 UOUT-RP 1	BEG:01/01/1990 EMD:12/31/1990 PD: IBM CANADA LABORATORY; Mr. Paul Cule TPC Strategy ; 895 Don Mills Road, Mail Stop 31 Dept. 139, North York, M3C 1M3, Ontario, Ca (416) 448-263
Order: 4027 Customer:RI01-128 UEIS-RP 1 UISP-EO 1 UISP-SB 1 UKEY-RP 1 UOUT-RP 1	BEG:01/01/1990 END:12/31/1990 PO: IBM CORPORATION; Mr. Clive Mellor Manager, Market Forecast ; Old Orchard Road, Armonk, NY 10504, (914) 765-604
Order: 4066 Customer:RI01-15 UEIS-RP 1 UISP-EO 1 UISP-SB 1 UKEY-RP 1 UOUTARP 1	BEG:01/01/1990 END:12/31/1990 PG: IBM CORPORATION; Ms. Ilse Ruckert U.S.M. & S. MI Info. Svcs. ; 1133 Westchester Averue, Mail Drop 147 IC-1301, White Plains, NY (914) 642-650



Order: 4058	BEG:01/01/1990 END:12/31/1990	PO:SVC. AGREEMT
Customer:RI01-37 UEIS-RP 2 UISP-EO 2 UISP-SB 1 UKEY-RP 2 UOUT-RP 2	IBM CORPORATION; Ms. Chris Backle Library ; 400 Parson's Pond Road, Mail Orop #028, Franklin Lakes, NJ 07417,	(201) 848-395
Order: 2787 Customer:RL04-1 UEIS-RP 1 UISP-E0 1 UISP-SB 1 UKEY-RP 1 UOUT-RP 1	BEG:01/01/1990 END:12/31/1990 LITTON COMPUTER SERVICES; Mr. Ray Wolfe VP, Business Development ; 1300 Villa Street, P.O. Box 7113, Mountain View, CA 94039-	PO: 7113, (415) 966-753
Order: 4078 Customer:RL04-10 UEIS-RP 1 UISP-E0 1 UKEY-RP 1 UOUT-RP 1	BEG:01/01/1990 END:12/31/1990 LITTON COMPUTER SERVICES; Accounts Payable ; P.O. Box 4040, Woodland Hills, CA 91367-4040,	PO:000005480
Order: 4078 Customer:RL04-4 UISP-SB 1	BEG:01/01/1990 END:12/31/1990	
Order: 110214 Customer:RM99-2 UPRE-PR 1	BEG:03/30/1990 END:03/30/1990 MEMOREX- TELEX; Mr. Bill Olin Regional Vice President ; 200 White Plains Road, Tarrytown, NY 10591,	PO: (914) 332-100
Order: 110153 Customer:RN13-9 UISM-RP 2	BEG:03/02/1990 END:03/02/1990 NYNEX CORPORATION; Hr. Edward Glynn External Affairs ; 1113 Westchester Avenue, Room 129G, White Plains, NY 10604,	PO: (914) 644-724
Order: 110293 Customer:RS10-3 UCS1-RP 1	NVRT BF 88 only BEG:05/07/1990 END:05/07/1990 END:05/07/1990 SEQRITY PACIFIC FINANCIAL SVC; Mr. Chris Noonan Vice President ; 10124 Old Grove Road, San Diego, CA 92131,	PO:
Order: 3765 Customer:RS72-1 UISP-SB 1	Hotline Only 1990 BEG:09/15/1989 END:09/30/1990 SANNA BANK LIMITED; Mr. Shigeki Tsubouchi VP, Industrial Research ; 55 E. 52nd Street, Park Avenue Plaza, New York, NY 10055,	PO: (212) 339-615
Order: 110549 Customer:RT02-9 UCS1-RP 1	BEG:07/13/1990 END:07/13/1990 TANDEM COMPUTERS, INC.; Mr. Michael Kina Product Manager ; 10100 N. Tantau, Location 251-37, Cupertino, CA 95014,	PO: (408) 285-554
Order: 110045 Customer:RU08-3 UEIS-RP 2 UISP-EO 2 UISP-SB 1 UKEY-RP 2 UOUT-RP 2	BEG:01/01/1990 END:12/31/1990 UNIVERSITY OF CALIFORNIA; Mr. Richard West AVP, Information Systems ; 300 Lakeside Drive, 8th Floor, Oakland, CA 94612-3550,	PO: (415) 987-040



Order: 110116 Lustomer:ZINTECROA ZCALIFORNIA INTERNAL; Mr. Denny Wayson ; X, X, UEIS-RP 1 NEY-RP 1 NUT-RP 1	BEG:	END:	PO:
order: 110117 Ustomer:ZINTERCOB ZCALIFORNIA INTERNAL; Sales/Mkt Library; X, X, EIS-RP 1 ISP-E0 1 KET-RP 1 OUT-RP 1	BEG:	END:	PO:
order: 110122 ustomer:ZINTERCOE ZCALIFORNIA INTERNAL; Mr. Norman Litell ; X, X, 159-E0 1	BEG:	END:	PO:
order: 110119 Justomer:ZINTEKOF ZCALIFORNIA LIBRARY; Library ; X, X, EEIS-RP Z KEY-RP Z OUT-RP Z	BEG:	END:	PO:
order: 10120 Usstomer:ZINTERCOG ZINPUT FRANCE; Mr. Thierry Dumont ; X, X, EIS-RP 1 189-EG 2 KEY-RP 1 UUT-RP 1	BEG:	END:	PO:
order: 110124 Usstomer:ZINTERCOH ZINPUT NEW JERSEY-PARSIPPANY; Field Salesperson; X, X, EIS-RP 1 ISP-E0 1 KEY-RP 1 UUT-RP 1	BEG:	END:	PO:
order: 110125 Ustomer:ZINTERCOI ZINPUT NEW JERSEY - STOCK; Parsippany - Library ; X, X, ELS-RP 2 JISP-EO 2 KET-RP 2 UUT-RP 2	BEG:	END:	PO:
order: 110123 Usstomer:ZINTERCOJ ZLONDON; Library/Stock; X, X, EIS-RP 4 IISP-EO 20 KET-RP 4 OUT-RP 4	BEG:	END:	PO:
order: 110126 Customer: ZINTERCOK ZWASHINGTON; Barb, Scott, John Q. Library & Sales ; X, X, BEIS-RP 2 ISBP-EG 3	BEG:	END:	PO:



***	CONFIDENTIAL	***

Input Corporation USA 1990 Fulfillment List

Page 5 July 16, 1990

Order: 1101 Customer:ZI UKEY-RP UOUT-RP		OK 7	WASHINGTON; Barb, Scott, John Q. Library & Sales ; X, X,	BEG:	END:	PO:	
Order: 1101 Customer:ZI UEIS-RP UKEY-RP UOUT-RP	135 INTERC 2 2 2	OL .	.REGISTER OF COPYRIGHTS; Dep & Acq Div-LM438C ; Library of Congress, Washington	BEG: , DC 20559,	END:	PO:	(202) 707-7125
Order: 1101 Customer:ZI UEIS-RP UISP-EO UKEY-RP UOUT-RP	127 INTERO 2 3 2 2	200	INPUT KK; Mr. Tetsuo Imai ; Saida Bldg 4-6, Kanda Sakuma-cho, Chiyoda-ku, Toky	BEG: ro, 101, Japan	END:	PO:	
Order: 1101 Customer:ZI UISP-EO		OP 2	ZTELEMARKETING; Mark, Jan W. ; X, X,	BEG:	END:	PO:	
Order: 1102 Customer:ZI UISP-EO		cos :	ZCALIFORNIA INTERNAL; Ms. Frankie Borison ; x, x,	BEG:05/03/1990	END:05/03/1990	PO:	

